

Six Ways to Get Straight with Child Support: A Checklist for Formerly Incarcerated Parents

1. **MAKE CHILD SUPPORT PAYMENTS**

- Pay the full amount of child support you owe for the month, or make a good faith effort to pay as much as you can toward supporting your children.
- Pay by mail at Texas SDU, P.O. Box 659791, San Antonio, TX 78265.
- Pay in person using cash:
 - Fidelity XPressPay: Call (877) 508-0472 for the nearest Fidelity location or visit www.fidelityexpress.com.
 - MoneyGram: Call (800) 926-9400 for agent locations or visit www.moneygram.com.
- For additional payment methods, visit the child support section of www.texasattorneygeneral.gov, select Parents & Guardians and scroll to Other Important Links for Parents.

2. **MAKE CONTACT**

- **PHONE** – Speak with a child support representative by calling toll free (800) 252-8014. If you are deaf or hard of hearing, call Relay Texas toll free 7-1-1 or (800) 735-2989.
- **ONLINE** – Log in to Child Support Interactive if you have questions about your case. Go to the child support section of www.texasattorneygeneral.gov and click Child Support Interactive on the right hand side of the page.
- **IN PERSON** – Use the interactive child support office map to find an office near you. Go to www.texasattorneygeneral.gov. Find a Location is in the Child Support drop-down menu.

3. **UPDATE YOUR INFORMATION**

When contacting a child support office, provide your:

- Contact information: phone number, email, and mailing and residential address(es)
- Financial information: employer name and contact information, amount of wages or benefits you receive

4. **EXPLAIN YOUR CURRENT SITUATION**

- Are you in transitional housing? Explain how much is taken from your pay check for transitional housing.
- Are you completing special terms of parole or probation? Explain whether those terms limit the number of hours you can work. For example, are you in a mandatory treatment program or Substance Abuse Felony Punishment Facility (SAFPF) program?
- Are you under geographical restrictions? Are you prohibited from leaving your county of residence?

5. **ASK FOR AVAILABLE SERVICES**

- Ask for a Review and Adjustment Packet if you want to find out whether your child support amount can be changed.
- Ask if your case qualifies for a Child Support Review Process. The Child Support Review Process is one way to get your child support court order changed without going to court.
- Ask about local services like shared parenting (access and visitation), military/veteran assistance (HEROES project), or help for unemployed noncustodial parents who have child support debt (NCP Choices).

6. **STAY IN TOUCH**

- Update the child support office as soon as you find employment so that a wage garnishment can go to your employer and automatic child support payments can be made.
- If you asked for a case review, stay in touch with the office and provide all necessary information.